

EMPLOYMENT SECURITY CLAIMS, EXAMINATION AND PLACEMENT
Subgroup of Social Services & Rehabilitation
Occupational Group Study Effective July 1, 2003

BASIS FOR RECOMMENDATION

The Department of Personnel has completed a classification study of the Employment Claims Examination and Placement subgroup within the Social Services & Rehabilitation occupational group. This recommendation reflects a re-evaluation of this occupational group which was last studied in 1987.

During the study we re-evaluated classes and positions with respect to seven established classification factors:

1. Nature and complexity of work;
2. Knowledge, skills, and abilities required;
3. Supervisory/managerial responsibility;
4. Independence/supervision received;
5. Scope of responsibility/consequence of error;
6. Authority to take action/decision-making authority; and
7. Nature and scope of personal contacts

The major goals of the study were to:

- Revise and update class specifications to acknowledge changes which have occurred since the last group study;
- Eliminate narrowly focused classes and create more generic classes that will accommodate more like positions;
- Consolidate classes and/or create new classes as needed;
- Abolish obsolete classes;
- Maintain consistency in titling classes by assigning Roman numerals in a series rather than using the words *supervisor*, *senior*, *coordinator*, and *trainee*; and
- Establish appropriate grade alignments.

During the course of the study, we conducted an in-depth analysis and evaluation of all classes and positions in the occupational subgroup. The process included providing orientation sessions for study participants, auditing a representative sample of positions from each class, developing and/or revising class specifications, validating the minimum qualifications required, determining grade levels for classes, and allocating each position to the appropriate classification. In addition, we also examined all classes with respect to placement in occupational groups based on the predominant duties assigned and the knowledge, skills and abilities required to perform those duties.

Primary Changes: The Employment Security Division (ESD) has experienced extensive changes in its organizational structure and positions have been restructured due to many factors.

- All staff assigned to claims examination and adjudication were removed from ESD offices in the community and relocated to regional unemployment insurance (UI) operations centers.
- UI regional operations centers now provide unemployment insurance claims examination and adjudication services via telephone and the extensive use of computer systems. There is no longer any face-to-face contact with claimants.
- Division operations (workforce investment and unemployment insurance benefit service delivery), which were previously statewide, have been split into two regions. The northern region includes ESD offices in Reno, Sparks, Carson City, Fallon, Winnemucca, Elko and Ely and an Unemployment Insurance Operations Center in Carson City. The southern region includes Las Vegas, North Las Vegas and Henderson ESD offices and an Unemployment Insurance Operations Center in Las Vegas.
- Implementation of the Workforce Investment Act of 1998 has resulted in Job Connect service offices that share facilities and resources with partner agencies.
- Program support services have been consolidated with the establishment of the Unemployment Insurance Staff Support (UISS) and the Workforce Investment Staff Support (WISS) units. These work units provide staff functions such as program analysis, quality control, policy and procedure development and training, systems analysis and testing, and federal reporting for the assigned program.

Advances In Technology: The impact of technological improvements on positions in this study has been significant. The use of personal computers, networked systems, automated telephone queue systems and peripheral equipment has streamlined work processes facilitating greater efficiency and production. However, this impact has similarly affected virtually all positions in State government as well as positions in private industry.

In reviewing the use of modern technology in relation to classification factors, it became clear that the use of computers has not changed the fundamental purpose for which most positions exist. While the information age has required individuals to acquire new skills in computer hardware and software operation, those skills have, in many cases, streamlined work processes. For example, receiving and processing unemployment insurance benefit claims has become essentially a paper-free process. Claimants file a claim using an automated telephone answering system which, through a series of questions, identifies the services required and places the caller in the appropriate queue, locates the caller's work/earnings history in the system and places this information on the computer screen when a claims examiner picks up the call. This technology has vastly improved efficiency and the claims processing capabilities of employees.

Restructuring of Classes:

- Prior to the reorganization, Employment Security Specialists, grade 28, working in local offices were extensively cross trained to provide both workforce investment services and unemployment insurance claims examination. The establishment of regional unemployment insurance operation centers separated staff and eliminated the opportunity for cross training. The Workforce Services Representative and Unemployment Insurance Representative class series were developed to consolidate numerous individual classes and reflect the new organizational structure of ESD local offices and unemployment insurance operations centers.
- The ESD Program Chief and Program Specialist class series were developed to reflect work performed in centralized program staff support units which provide program analysis, quality control, policy and procedure development and training, systems analysis and testing, and federal reporting. Previously, the “Chief” classes had responsibility for managing the delivery of services to clients.
- The ESD Manager series includes all managers that are responsible for the direct delivery of services to clients and employers. This new series replaces the narrowly defined ESD Office Manager series and now includes managers in the unemployment insurance operations centers as well as benefit payment control, benefit accuracy measurement and contributions. Single-incumbent classes at the administrative level were consolidated to include comparable positions.

Grade Alignments: The existing grade alignments were examined with respect to established classification factors and comparisons were made to similar classes in the occupational group. The grade recommendations for higher or lower levels are based on significant changes in size and/or level of staff, scope of authority, and alignment with comparable classes within the occupational group.

DEPUTY DIRECTOR, DETR

The Assistant Director, Employment, Training and Rehabilitation has been changed to Deputy Director, DETR. Incumbents in this class have responsibility for the fiscal, personnel, data processing, program and facilities management functions of the department and provide administrative oversight, coordination, assistance and guidance to division administrators. Deputy Director duties include responsibility for ensuring the development, documentation, implementation and evaluation of the department’s and division’s strategic plans and performance indicators, and acting on behalf of the director in matters related to department operations, activities and personnel as requested by the director. The designation as deputy more accurately reflects the level of authority delegated to the positions by the department director.

There are two Deputy Director positions, one of which manages the fiscal, data processing and personnel functions of the department and supervises three Administrative Services Officer

IV's, grade 44. The second Deputy Director has responsibility for program management department-wide and directly supervises the unclassified division administrators for the Employment Security and Rehabilitation Divisions. In recognition of the management authority, supervision exercised and department-wide scope of responsibility, it is recommended this class be reallocated to grade 46, two grades above the highest level of classified subordinates supervised.

DEPUTY ADMINISTRATOR, ESD

Incumbents are responsible and accountable for planning, organizing, coordinating and managing program support related to unemployment insurance or workforce investment. They also oversee the operations and activities of a designated region to ensure the timely, accurate, consistent, and effective delivery of unemployment insurance and workforce investment services to clients at local offices and unemployment insurance operations centers.

At the time of the last occupational study, the Deputy Administrators had statewide responsibility for both line and staff functions for either Unemployment Insurance or Employment Services. A separate class specification described each position.

Currently, each Deputy Administrator has line authority for both Unemployment Insurance and Employment Services (now called workforce investment services) in the northern or southern region, and administers the staff support function for either unemployment insurance or workforce investment services through subordinate program chiefs.

It is recommended the Deputy Administrator, Unemployment Insurance and Deputy Administrator, Employment Services classes be consolidated into a new broader class titled Deputy Administrator, ESD.

It is also recommended this class remain allocated at grade 43. This recommendation aligns the class two grades above the highest-level subordinate, the ESD Manager IV, recommended grade 41. Although the Deputy Director positions have experienced extensive restructuring as a result of reorganization, the level of managerial responsibility; nature and complexity of work; knowledge, skills and abilities required; scope of responsibility; authority to take action; and personal contacts have not changed significantly.

ESD MANAGER SERIES

ESD Managers plan, organize, coordinate and manage the operations and services provided to customers at one or more locations; participate in planning and developing service delivery strategies and ensuring implementation in accordance with applicable policies and regulations; represent the agency in the community; and supervise subordinate managers, supervisors and/or professional staff.

Prior to reorganization, the ESD Office Manager series included branch office managers who were responsible for unemployment insurance and employment services in a local office. Reorganization resulted in the removal of all claims examination and adjudication staff from the local offices to two regional unemployment insurance operations centers in which work processes were changed and computerized, and all services are provided to claimants over the telephone.

This new series was written to reflect the major reorganization within ESD and includes all managers that are responsible for the direct delivery of services to clients and employers. The ESD Manager series is broader than the existing ESD Office Manager and includes other ESD managers in classes currently titled Chief of Field Direction and Management, Chief of Contributions, Unemployment Insurance Officer, and Employment Service Officer.

ESD Manager IV, Grade 41: Under administrative direction of the Administrator or Deputy Administrator, ESD, incumbents plan, organize, coordinate and manage multiple services, programs and activities associated with the operation of workforce investment offices and unemployment insurance programs. Responsibilities include all facets of service delivery for re-employment and training programs, employer services and unemployment insurance services.

Incumbents provide overall supervision to managers in assigned offices, programs, and services; identify parameters under which offices function and optimum methods of operation; ensure appropriate methods for resolving problems; review operational status of programs in each office, identify performance deficiencies, and implement corrective action plans that ensure compliance with policies, directives and procedures.

They also analyze and evaluate the impact of mandated program changes and make recommendations for successful implementation; facilitate and direct implementation of new programs; request information and analysis from support services sections to assist in problem identification and resolution; allocate staffing resources, training and capital to provide optimal service throughout the region; publish directives regarding goals, program objectives, minimum work standards and work processes to ensure compliance with laws, regulations and requirements.

Positions with the additional responsibility of managing a program support services unit establish, implement and monitor the accomplishment of program goals and objectives statewide; direct the development of statewide plans, policies, procedures, and support systems for the program; analyze changes required to computer and accounting systems and establish priorities for system work requests; oversee the development of new or revised policies and procedures and secure administrative approval; render decisions on exceptional cases or unusual operational issues; and monitor program quality and compliance through results of on-site visits.

Prior to reorganization, the Chief of Benefits (unemployment insurance) and the Chief of Field Direction and Management (workforce investment services) had responsibility for program support functions and the direct delivery of services in the local offices.

After reorganization, responsibility for service delivery for both unemployment insurance and workforce investment services was assigned to regional managers allocated to this class. All major program support functions were moved to the unemployment insurance staff support and the workforce investment staff support units now managed by positions allocated to the ESD Program Chief class.

It is recommended the ESD Manager IV class be reallocated to grade 41 to align two grades below the Deputy Administrator, ESD, recommended grade 43, and two grades above the highest-level subordinate, ESD Manager III, recommended grade 39. This one-grade increase recognizes a significant increase in the level of supervisory/managerial responsibility and the scope of responsibility/consequence of error of these positions.

ESD Manager III, Grade 39: Under general direction of an ESD Manager IV, incumbents at this level manage the delivery of unemployment insurance services in a large operations center and supervise subordinate ESD Managers, or they supervise subordinate supervisors and manage multiple large, full-service workforce investment offices which provide extensive employer and community outreach services. Incumbents ensure the achievement of mandated goals and objectives for assigned offices in accordance with the Workforce Investment Act.

It is recommended this class be allocated at grade 39, two grades below the ESD Manager IV, recommended grade 41. This recommendation recognizes the ESD Manager IV's broader scope of responsibility and additional knowledge, skills and abilities required to manage both workforce investment offices and a regional operations center, or manage the design and development of major statewide programs.

ESD Manager II, Grade 37: Incumbents at this level manage the delivery of unemployment insurance or workforce investment services in a large office or a statewide program with regional offices and supervise a staff which typically includes at least one subordinate supervisor or an extensive staff involved in employer and community outreach. This class includes positions previously allocated to Employment Service Officer III, Unemployment Insurance Officer II, ESD Office Manager III, and ESD Office Manager II.

It is recommended this class be allocated at grade 37, two grades below the ESD Manager II class, recommended grade 39, which has additional supervisory responsibility for subordinate supervisors and broader management responsibility for multiple full-service workforce investment offices or a regional operations center. In addition, ESD Manager II aligns with ESD Program Specialist III, also recommended grade 37. Both classes are typically supervisory and are comparable with respect to the nature and complexity of work performed.

ESD Manager I, Grade 36: Under general direction, incumbents at this level perform the full range of duties described in the series concept, manage the delivery of workforce investment services in a small office serving a limited number of employers

and job seeking customers, and supervise a staff of interviewers and program representatives. As in other workforce investment offices, the office or facility is shared with representatives of the workforce investment system and community partners and typically serves a multi-county, rural area. Incumbents coordinate the delivery of services by all partners and ensure the safety, health and welfare of all occupants.

It is recommended this class be allocated at grade 36, one grade below ESD Manager II, recommended grade 37. This one-grade distinction recognizes responsibility for supervision of a larger and higher level staff typical of the ESD Manager II level.

ESD PROGRAM CHIEF

ESD Program Chiefs perform administrative, supervisory, and managerial work in support of a major ESD program such as Unemployment Insurance Support Services or Workforce Investment Support Services. Incumbents establish program goals and objectives; monitor and evaluate outcomes; direct the development of State plans, policies and procedures; and support and monitor systems to ensure programs are administered in compliance with federal and State regulations.

This is a new class, developed to reflect the major reorganization within ESD. Prior to reorganization, the Chief of Benefits and the Chief of Field Direction and Management had responsibility for both program development, maintenance, and monitoring, and the direct delivery of services in the local offices for assigned programs. After reorganization, responsibility for delivery of unemployment insurance and workforce investment services was delegated to regional managers (recommended ESD Manager IV), while responsibility for the major program support functions within the unemployment insurance staff support and the workforce investment staff support units was assigned to the positions in the ESD Program Chief class.

Positions in this class function primarily in a staff capacity and typically have limited authority for the delivery of services. Incumbents exercise direct control over the statewide policy, procedure and computer system planning, development and program monitoring aspects of unemployment insurance benefit or workforce investment programs, and support the implementation of these programs at the local and regional levels. They supervise the development and dissemination of program policies and procedures; direct various program and staff activities such as quality assurance and compliance, research studies, and computer systems development and maintenance; supervise a section comprised of ESD Program Specialists, managers and support personnel; and provide technical guidance to field staff in workforce investment offices and unemployment insurance operations centers.

It is recommended this class be allocated at grade 40, to align with the Chief ESD Appeals Referee, also recommended grade 40, based on comparable levels of program complexity, scope of responsibility and supervisory/managerial responsibility. This recommendation places the ESD Program Chief three grades above subordinate ESD Program Specialist III's,

recommended grade 37, and recognizes the greater scope of authority, supervisory and managerial responsibility; higher-level knowledge, skills and abilities required; and decision-making authority at the Chief level.

ESD APPEALS REFEREE SERIES

ESD Appeals Referees conduct fair and impartial quasi-judicial hearings related to unemployment insurance benefits, experience rating rulings and employer tax liability cases. Incumbents make decisions affecting benefit payments, effective dates of eligibility and tax liability for past, present and future employees of a business; affirm, modify or reverse any overpayment already established and impose disqualifications when claimants make willful misrepresentation of facts. They also elicit and record testimony, accept documentation, and make findings of fact; weigh the validity of issues and evidence presented at the hearing; and research and interpret related laws, case law, regulations, policies and procedures.

There has been no significant change in the scope and level of work performed by positions in this series, and the existing grade levels remain appropriate.

Chief ESD Appeals Referee, Grade 40: The incumbent develops and implements statewide procedures to provide timely due process at both the initial and final administrative hearing levels; analyzes and evaluates the impact of mandated program changes; and facilitates implementation of new programs and services in appeals offices. In addition, the Chief ESD Appeals Referee supervises subordinate supervisors and appeals referees; advises the Board of Review on law, precedent and policy applicable to appeals being heard; and composes written Board decisions and opinions from notations of Board action.

It is recommended this class remain allocated at grade 40, two grades above the highest-level subordinate supervised. This recommendation aligns the Chief ESD Appeals Referee with the ESD Program Chief, also recommended grade 40, based on comparable levels of program complexity, size and level of staff, and supervisory/managerial responsibility.

ESD Appeals Referee II, Grade 38: Incumbents supervise Appeals Referee I positions and clerical support staff in a regional appeals office; provide appropriate training, staff development and technical expertise on the more difficult cases; evaluate workload and production reports and adjust work assignments to meet federal timeliness requirements. They also review and summarize double affirmative cases for the Board of Review, complete and score quarterly quality assurance case evaluations, and transmit results to the Department of Labor.

It is recommended this class remain allocated at grade 38, two grades above the ESD Appeals Referee I's, recommended grade 36, to recognize the supervisory responsibility, and higher level of knowledge, skills and abilities required at the supervisory level.

ESD Appeals Referee I, Grade 36: Incumbents conduct quasi-judicial hearings related to unemployment insurance benefits, experience rating rulings and employer tax liability cases. They also make decisions affecting benefit payments, effective dates of eligibility and tax liability for past, present and future employees of a business.

It is recommended this class remain allocated at grade 36, two grades below the supervisory ESD Appeals Referee II. As a secondary comparison, this class aligns directly with Hearings Officer positions, also grade 36, at the divisions of Welfare, Rehabilitation, and Industrial Relations. Hearings Officers in those agencies also conduct quasi-judicial hearings for contested administrative decisions, disputed claims and/or alleged infractions of rules and regulations and are comparable to the ESD Appeals Referee I.

ESD PROGRAM SPECIALIST SERIES

ESD Program Specialists are typically located in a program staff support unit in the central office and provide statewide program and systems analysis and interpretation of federal and State laws and regulations, program planning, budgeting, quality assurance, procedure development and evaluation, and training development and presentation. The work performed supports a variety ESD programs related to unemployment insurance benefits, employer unemployment tax contributions, and workforce investment services.

This is a new series, developed to reflect the reorganization within ESD in which the program support functions described above were centralized into the unemployment insurance staff support, workforce investment staff support, and the contributions staff support units.

ESD Program Specialist III, Grade 37: Incumbents at this level either:

1. Supervise and evaluate the performance of lower level ESD Program Specialists and are responsible for long range, broad-based planning for a variety of complex programs or policy development affecting major aspects of the work unit's activities/functions. They also prepare project justifications, implement projects, establish and maintain project priorities, timelines and completion dates, review work, and provide technical and professional guidance to subordinate staff and contractors; or
2. Report directly to the department director, performing specialized assignments at the departmental/divisional level.

Positions previously allocated to Employment Service Officer II, Unemployment Insurance Officer II, and Assistant Chief of Benefits were allocated to this new class.

It is recommended the class be allocated at grade 37, two grades above the ESD Program Specialist II to acknowledge the higher level of responsibility for supervision of ESD Program Specialists and greater scope and complexity of work performed, or the high degree of visibility and consequence of error in representing the director. This

recommendation aligns the ESD Program Specialist III with ESD Manager II, recommended grade 37, based on similarity of program complexity, supervisory/managerial responsibility and authority to take action. This recommendation also directly aligns this class with the Social Services Program Specialist III, also recommended grade 37, based on comparable nature and complexity of work, size and level of staff supervised, scope of authority and consequence of error, and required knowledge, skills and abilities.

ESD Program Specialist II, Grade 35: Incumbents plan, develop, implement, and monitor comprehensive, complex programs and grants for the division; interpret statutes and regulations that govern the assigned program area; and conduct on-site evaluations of grantees which may include operations, management practices, and/or program and financial records. They also research and evaluate computer hardware and software needs; initiate system work requests and work with programming staff to test and implement system changes; develop transition plans; devise and implement procedure modifications; and develop procedural alternatives to enable the division to maintain programmatic responsibility in the absence of properly operating software.

This is a new class developed to accommodate positions previously allocated to Employment Service Officer I and Unemployment Insurance Officer I.

It is recommended this class be allocated at grade 35, one grade above the ESD Program Specialist I, recommended grade 34, based on greater responsibility for comprehensive, complex programs and grants; independence in interpreting statutes and regulations; and higher level knowledge, skills and abilities required to support multiple program operations and computer applications. This recommendation also aligns the ESD Program Specialist II with the Social Services Program Specialist II, also recommended grade 35, based on comparable complexity of programs, level of responsibility, and scope of work/consequence of error.

ESD Program Specialist I, Grade 34: Incumbents in this class apply existing laws, regulations, policies and procedures on a regular basis with a fully operational ESD program; resolve program problems and provide specialized staff support; participate in policy and procedure formulation; and review and approve program documents. They also perform mandated quality assurance reviews and prepare associated reports; gather and analyze data; prepare reports and correspondence regarding technical issues, problems and concerns; and participate in the development of guidelines, training courses and other tools and materials to assist staff and management in the administration of the assigned program. At this level, duties are performed in accordance with standard operational guidelines and decisions, and actions can be reviewed against established policies and procedures.

Positions previously allocated to Employment Specialist III and Unemployment Insurance Specialist III were allocated to this new class.

It is recommended this class be allocated at grade 34, one grade below the ESD Program Specialist II, recommended grade 35. This one-grade difference recognizes the ESD Program Specialist I's limited scope of responsibility for applying existing laws, regulations, policies and procedures and developing and maintaining computerized systems to support multiple ESD programs.

WORKFORCE SERVICES REPRESENTATIVE SERIES

Workforce Services Representatives typically work in an ESD local office and provide a broad range of services to job seeking customers and business customers seeking qualified applicants. Incumbents also provide priority employment services to eligible veterans and disabled veterans as defined by the Department of Labor. This class series represents a consolidation of positions in the Employment Specialist I, II, and III, and Local Veterans' Employment Representative classes.

The existing Employment Security Specialist I and II classes with options in unemployment insurance and employment security are obsolete. Cross training staff between the programs is no longer possible due to the physical separation of the programs which occurred with reorganization.

The new title, Workforce Services Representative, reflects the emphasis on partnering agencies that provide related program services under the broad umbrella of the Workforce Investment Act, rather than providing only employment services.

The grade recommendations for levels within this series remain appropriate and directly align with the grades recommended for the Unemployment Insurance Representative series.

Workforce Services Representative V, Grade 34: Incumbents supervise Workforce Services Representative II's, III's and IV's in a large metropolitan office, or are responsible for the daily operation of a casual labor employment office in a metropolitan area. Additionally, incumbents compile information and submit a variety of reports to management regarding staff, production or special projects; review periodic reports to track quality assurance, timeliness and customer service goal achievement for individual employees and the office; and participate in the development and implementation of corrective action plans. They also review and approve customer, classroom and on-the-job training contracts and payment documentation, answer subordinates' questions, and resolve problems with staff and customers.

It is recommended this class be allocated at grade 34, two grades above the Workforce Services Representative IV, recommended grade 32, to acknowledge the increased level of responsibility for supervision of Workforce Services Representative II's, III's and IV's, or the daily operation of a casual labor office. This aligns directly with Unemployment Insurance Representative V's who supervise a unit of Unemployment Insurance Representative III's or IV's.

Workforce Services Representative IV, Grade 32: Incumbents are primarily involved in outreach efforts to the community and business customers as either job development specialists who develop on-the-job training positions or employer relations consultants who promote workforce investment services and resources.

It is recommended this class be allocated at grade 32, two grades above the Workforce Services Representative III, to acknowledge the higher level of independence and judgment required when representing the agency and marketing services to business and organizations in the community. This also aligns with Unemployment Insurance Representative IV's, grade 32, based on a similar level of independence required when conducting overpayment and quality assurance investigations.

Workforce Services Representative III, Grade 30: This class has two options. Incumbents in the Workforce Investment Services option either work as program representatives and determine job seekers' eligibility to participate in programs that typically provide training or equipment required for employment in a chosen occupation, or they supervise a unit of Workforce Services Representative II's and maintain the integrity of the area job bank database.

Incumbents in the Local Veterans' Employment Representative option coordinate and maintain the veterans' employment services program in a local workforce investment or one-stop office; provide technical advice and instruction to office staff to ensure the proper delivery of services to veterans; evaluate veterans' services provided and determine if performance goals are met; and prepare program production reports and recommend action to improve performance.

It is recommended this class be allocated at grade 30, two grades above the Workforce Services Representative II, to acknowledge the additional responsibility for evaluating job seeking customers' education, training and work history to determine their appropriateness and eligibility to receive program services; maintaining a caseload of customers receiving program services; supervising subordinate staff; and evaluating veterans' services to ensure the program meets required goals. This also aligns the Workforce Services Representative III one grade below the Unemployment Insurance Representative III class, recommended grade 31, in which incumbents must apply more complex laws, regulations, policies and procedures when fact finding and adjudicating unemployment insurance issues, or supervising a large staff of Unemployment Insurance Representative II's making monetary determinations and identifying issues in a telephone claims center.

Workforce Services Representative II, Grade 28: This class has two options. Incumbents in the Workforce Investment Services option approve and assist business customers to develop job descriptions, register in the workforce development system, and evaluate and approve job listings. Or, they evaluate the education, training and work history of job seeking customers and assess their qualifications for referral to job listings or assistance programs.

Incumbents in the Disabled Veterans' Outreach option perform community outreach to provide job development, referral to supportive services, training follow-up and education services to disabled veterans; coordinate with military separation centers to present the Transition Assistance Program; and maintain close liaison with veterans' organizations and local social service providers.

It is recommended this class be allocated at grade 28 to align with the Unemployment Insurance Representative II, also recommended grade 28. This alignment is appropriate in view of the similarity of duties which include interviewing customers to gather required information; evaluating the information gathered and making determinations based on established criteria, rules, regulations, and procedures; explaining program policies, procedures and requirements; and assisting customers to best utilize services or benefits.

Workforce Services Representative I, Grade 26: This is the entry level in the series in which incumbents receive classroom and on-the-job training in the duties performed by Workforce Services Representative II's. One year of successful experience as a trainee provides for progression to Workforce Services Representative II with the approval of the appointing authority.

It is recommended this class be allocated at grade 26 to align with Unemployment Insurance Representative I, also recommended grade 26. This alignment is appropriate in view of the similar education and experience requirements. Also, both classes are the entry level in their respective series, and incumbents function with the limited independence typical of a trainee.

UNEMPLOYMENT INSURANCE REPRESENTATIVE SERIES

Unemployment Insurance Representatives perform a broad variety of activities related to the timely and accurate processing and payment of unemployment insurance benefit claims. Incumbents process all aspects and types of unemployment insurance claims including regular unemployment insurance, federal worker, ex-military, combined wage, interstate, Trade Readjustment Act, obstructed claims, and employer charging; and they provide other related services such as quality assurance and overpayment investigation and collection. Positions allocated to this series typically specialize in one area of service delivery but must have knowledge of all areas of unemployment insurance regulations, policies, procedures and processes.

Unemployment Insurance Representative V, Grade 34: Incumbents supervise a team of unemployment insurance claims adjudicators or adjudicators and claims examiners working in an unemployment insurance operations center, supervise investigation and collection units in benefit payment control, or supervise a quality assurance unit in benefit accuracy measurement. In addition, incumbents examine documentation completed by subordinate staff to ensure compliance with established unemployment insurance benefit laws, and review periodic reports to track quality assurance,

timeliness and customer service goal achievement for individual employees and the team/unit. They also compile information and submit a variety of reports to management regarding staff, production or special projects, and respond to customer problems and complaints.

It is recommended this class be allocated at grade 34, two grades above the Unemployment Insurance Representative IV to acknowledge the increased level of responsibility for supervision of Unemployment Insurance Representative III's or IV's adjudicating or investigating claims. This also aligns with Workforce Services Representative V's, grade 34, who supervise a unit of Workforce Services Representative III's or IV's.

Unemployment Insurance Representative IV, Grade 32: Incumbents in this class investigate unemployment insurance benefit claims for the benefits accuracy measurement or benefit payment control programs. Benefit accuracy measurement investigators conduct systematic reviews and verification of all aspects of unemployment insurance claims to ensure compliance with State and federal laws. Benefit payment control investigators conduct independent investigations to verify suspected fraudulent unemployment insurance claims revealed by the new-hire cross-match report, or requests for fraud investigations received from division personnel, unsolicited citizens' tips, or interstate cross-match reports.

It is recommended this class remain allocated at grade 32. This recommendation maintains a one-grade differential above the Unemployment Representative III, recommended grade 31, in recognition of the increased level of independence exercised and greater complexity of investigating claims for compliance and suspected fraud. This also aligns with Workforce Services Representative IV, also recommended grade 32, based on similar levels of independence and judgment required when representing the agency in the community.

Unemployment Insurance Representative III, Grade 31: Incumbents in this class either:
1) adjudicate unemployment insurance claims issues concerning eligibility to receive benefits or tax rulings for employers through fact finding telephone interviews with claimants, employers and any third party necessary to obtain required information and write decisions concerning entitlement to unemployment insurance benefits; or
2) supervise a unit of Unemployment Insurance Representative II's working in a telephone initial claims center performing activities related to the receipt, examination and processing of unemployment insurance claims.

It is recommended this class be allocated at grade 31, three grades above Unemployment Insurance Representative II, recommended grade 28, based on greater complexity, authority and consequence of error in performing fact finding, analyzing various circumstances, applying rules and regulations, and writing decisions. For unemployment insurance claims adjudication positions, this grade recommendation represents no change in grade.

Supervision of subordinate staff performing unemployment insurance claims receipt, examination and processing in the administrative office or a local office had previously been performed by Unemployment Specialist I's, grade 30. Allocation to grade 31 represents a one-grade increase in recognition of the increased number of staff assigned to supervisors in a telephone initial claims center and the additional responsibility for preparing and reviewing production reports.

Unemployment Insurance Representative II, Grade 28: Incumbents in this class receive and process initial, additional, combined wage, reopened, agent state, ex-military, federal, Trade Readjustment Act, obstructed/extended claims, and overpayments for unemployment insurance benefits. They also monitor and maintain interstate, federal, obstructed, and military claims to ensure collection and proper distribution of funds and initiate and perform overpayment collection processes and establish re-payment agreements.

It is recommended this class be allocated at grade 28 to align with the Workforce Services Representative II, also recommended grade 28. This alignment is appropriate in view of the similarity of duties which include interviewing customers to gather required information; evaluating the information gathered and making determinations based on established criteria, rules, regulations, and procedures; explaining program policies, procedures and requirements; and assisting customers to best utilize services or benefits.

Unemployment Insurance Representative I, Grade 26: This is the entry level in the series in which incumbents receive classroom and on-the-job training in the duties performed by Unemployment Insurance Representative II's. One year of successful experience as a trainee provides for semi-automatic progression to Unemployment Insurance Representative II.

It is recommended this class be allocated at grade 26 to align with Workforce Services Representative I, also recommended grade 26. This alignment is appropriate in view of the similar education and experience requirements. In addition, both classes are the entry level in their respective series, and incumbents function with the limited independence typical of a trainee.

VETERANS' SERVICES REPRESENTATIVE

Veterans' Services Representatives work under general supervision of the Deputy Executive Director of Veterans' Services and advise and advocate for eligible individuals, groups or organizations eligible for benefits according to State and federal laws. Incumbents prepare, submit and appeal for denied benefits including adjusted compensation, hospitalization, insurance, pension, disability compensation, vocational training, education or rehabilitation. They also research clients' claims and applicable case law, regulations, medical opinions, medical journals and related medical research publications; investigate circumstances; and obtain statements to substantiate claims. In addition, incumbents prepare written summaries of

findings including legal citations and references to medical research and journals; present oral arguments in support of claims before the local Decision Review Officer, regional Hearings Officer, the Board of Veterans' appeals travel board, Committees on Waivers, Board of Corrections and by video conference to the Board of Veterans' appeals in Washington, DC.

It is recommended this class be moved from the Employment Security Claims Examination and Placement occupational subgroup into the Rehabilitation subgroup of the Social Services & Rehabilitation occupational group. This change recognizes that the duties performed by positions in this class most closely align to disability adjudication and are not related to unemployment insurance claims or employment placements.

It is also recommended this class be reallocated from grade 30 to grade 32 to align with the Disability Adjudicator III, grade 32, in the Rehabilitation subgroup. This alignment is based on the similarity of research and analysis performed when gathering and documenting clients' medical, vocational, military evidence and personal history; the scope and complexity of federal and State regulations under which the positions operate; and the level of responsibility for preparing written medical/legal arguments which set forth the medical and vocational findings and facts, legal citations, statutory requirements, and other information.

The Veterans' Services Representative option for cemetery operations is no longer used and is recommended to be abolished.

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